

Using telephone banking

The number to call is 0771-22 11 22 from within Sweden or +46-771-22 11 22 from abroad. You can conduct your business yourself using the Automated Service 24 hours a day or get personal service by talking to a bank employee. Personal Service is available every day between 7.00 a.m. and 1.00 p.m.

For your security, you will have a personal security code. In addition, all calls to Personal Service will be recorded. This means that you can always check that your transaction has been carried out as requested. Telephone banking is free.

- 9# List of options.....
- 0# Repeat most recent information.....
- * Repeat last message read.....
- # Cancel current service.....
- * Cancel key error.....
- 10# Transfer to other account.....
- Transfer to different personal identity/
- company registration number.....
- 90# Transfer to Personal Service.....
- 50# Transfer to Personal Security code.....
- 92## Change personal security code.....
- ** Terminate call.....

Code to be used for Automated Service* transactions on investment funds.

Savings funds

104	Allemanfond komplett
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Mutual fund/Unit trus funds

201	Sverigefond
202	Kapitalinvest
205	Technology
206	Globalfond
207	Realinvest
209	Sjåbolag Norden
210	Pacificfond
211	Exportfond
213	Amerikafond
214	Europafond
215	Kommunikationsfond
217	Råvarufond
218	Nordenfond
219	Privatiseringsfond
220	Japanfond
222	Östeuropafond
223	Aktia Capital
224	Ethica Miljö Sverige
225	Finansfond
227	Rysslandsfond
230	Sjåbolagsfond Europa
231	Sjåbolagsfond Sverige
234	Norrmix
235	Medica
238	Balkanfond
239	Kinafond
240	BRIC
241	Momentum
242	Stella Sverige
243	Stella Europa
247	Stella Sjåbolag
301	Globalfond Lux
302	Europafond Lux

413	Performa Global
517	Effektiva Vården
518	Afrikafond
Robur Access	
750	Access Offensiv
754	Access Emerging Markets
757	Access Trygg
Premium funds	
751	Premium Modig
752	Premium Balanserad
755	Premium Försiktig
Fixed-income funds	
401	Räntefond Sverige
402	Obligationsfond
403	Penningsmarknadsfond
404	Räntefond Europa
405	Ethica Ranta
407	Exacta Mars
408	Exacta September
411	Realräntefond
501	Global Räntefond
502	Svensk Obligationsfond
503	Svensk Likviditetsfond
505	Euro Räntefond
519	Företagsobligationsfonden

244	Robur Action
245	Robur Solid
516	Protect 90
601	Mixfond
602	Mix Indexfond Sverige
801	Indexfond Europa
802	Indexfond Sverige
803	Indexfond USA
804	Indexfond Asien

*For transactions on other funds, please contact Personal Service or your nearest branch.

600 branches | swedbank.se | 0771-22 11 22 | Welcome!



Swedbank

och Sparbanken

Telephone banking 0771-22 11 22

Quick User's Guide



Getting started

- 1 Call 0771-22 11 22
Press 9# for information in English
1# for Automated Service, 2# for Personal Service or 3# for Information.
- 2 Enter your personal identity number.
- 3 Enter your personal security code.
- 4 Select service.
- 5 Enter account code or account number.

After each key selection, please press #.

● Automated Service

● Personal Service

Check available balance

- Available amount, including any credit.....10#
- Repeat available amount.....11#
- Available amount, overdraft facility on card.....22#
- Current balance14#

Check most recent transactions

- Most recent transactions12#
- Most recent transactions, card credit.....23#
- Amounts paid into account, not credited16#
- Amounts paid from account, not debited.....15#
- Giro transfers made*32#

Make transfers

- Between own and joint accounts20#
- To another person's account at the bank*.....20#
- To/from card credit.....21#
- Top up Prepay account*73#
- International payments Change to Personal Service, press 50#
- Pay bills Change to Personal Service, press 50#

Borrow money

- Information on amount owed, interest rate and amount remitted60#
- Apply for loan..... Change to Personal Service, press 50#

Buy/sell shares

- Check buy/sell order placed.....35#
- Buy/sell shares Change to Personal Service, press 50#

Services

- Order statement of account by mail17#
- Cancel request for statement of account by mail.....18#
- Order statement of account by fax*19#

Savings

- Invest in fund42#
- Make withdrawal from fund.....43#
- Transfer investment44#
- Value of individual investment fund40#
- Value of trust savings account41#
- Open trust savings account, change monthly investments..... Change to Personal Service, press 50#
- Bospar - balance and points.....31#

* Subscription required. Call Personal Service to subscribe to this service.

Notes

Do *not* write your personal security code here

Frequently used menu options

Connect to "Quick Balance via mobile phone":

Call Automated Service on 0771-22 11 22 from your mobile phone. Press 70# to connect. When dialing from this mobile, your available amount is given automatically.

- Top up Prepay account*73#
- Available amount, including any credit10#
- Most recent transactions12#
- Amounts paid into account, not credited16#
- Transfer between own and joint accounts.....20#
- Transfer to another person's account at the bank*20#
- Check buy/sell order placed.....35#

Further options:

- List of options9#

* Subscription required. Call Personal Service to subscribe to this service.

You can connect to Personal Service at any point to speak to a bank employee every day between 7.00 a.m and 11.00 p.m.